



COUNTY OF LOS ANGELES

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To: Supervisor Michael D. Antonovich, Mayor
Supervisor Zev Yaroslavsky, Chair Pro Tem
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe

From: Jon W. Fullinwider *JWF*
Chief Information Officer

Subject: **COUNTY MICROSOFT MASTER SERVICES AGREEMENT 75272
ANNUAL REPORT**

The purpose of this report is to provide a summary status of the County's Master Services Agreement (MSA) with Microsoft Corporation, which your Board adopted on May 24, 2005 (Agreement 75272), and is an update to our December 13, 2005 report.

Departments utilize Microsoft technologies to support their internal day-to-day operations, and to communicate with businesses and members of the public. These technologies include: Internet/Intranet websites, SQL databases, document file/retrieval, network printing, e-mail/calendar services, electronic spreadsheets, Internet web browsing, word processing, presentation development, directory services, and personal computer/server operating systems. The MSA allows departments to procure Microsoft Premier Support Services (PSS) and Microsoft Consulting Services (MCS). Microsoft MCS can provide proven practices for architecting, planning, building, and deploying Microsoft technologies, and Microsoft PSS can provide priority support and operational guidance that help organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies. Combined, MCS and PSS offer expert assistance for the complete information technology (I/T) life cycle.

Over the past 12 months, eight (8) departments have established PSS Statements of Services (SOS) with Microsoft, per the terms and conditions set forth in the master agreement. Microsoft MCS has not yet been engaged. The total value of services acquired on the Agreement is \$896,290 (See the following table for services by department).

Microsoft Services by Department

Service	Department	SOS#	Executed	Term	Amount
PSS	Internal Services (ISD Midrange)	300-S-001	6/17/05	7/1/05 – 6/30/06	\$166,520
PSS	Chief Administrative Office (CAO)	060-S-001	6/17/05	7/1/05 – 6/30/06	\$69,700
PSS	Public Works (DPW)	690-S-001	6/20/05	7/1/05 – 6/30/06	\$80,020
PSS	Sheriff	770-S-001	6/27/05	7/1/05 – 6/30/06	\$99,500
PSS	Health Services (DHS)	195-S-001	6/28/05	7/1/05 – 6/30/06	\$199,320
PSS	Mental Health (DMH)	435-S-001	8/30/05	9/16/05 – 9/15/06	\$128,800
PSS	Internal Services (ISD CAD)	300-S-002	2/28/06	4/1/06 – 3/31/07	\$49,710
PSS	Superior Court	842-S-001	3/30/06	5/24/06 – 5/23/07	\$51,360
PSS	Registrar-Recorder/County Clerk	710-S-001	5/22/06	5/24/06 – 5/23/07	\$51,360
Total:					\$896,290

Microsoft PSS provides priority access to experienced Microsoft support engineers for expedited resolution of technical issues. For instance, PSS delivered rapid onsite support from Microsoft security experts when the County was impacted by a worm outbreak in August 2005 – prompt and authoritative support services from which many departments benefited. Additionally, PSS resources performed a technical review of the design, implementation, and operation of the Information Technology Shared Services (ITSS) managed by the Internal Services Department, which will soon provide security, e-mail, calendaring, desktop support, and Voice-over-IP (VoIP) services for several County departments. Departments have also benefited from other services, including PSS proactive services (such as system health checks, operational assessments, programming assistance, etc.) and PSS workshops (through which departments can receive knowledge transfer directly from Microsoft subject matter experts).

The Microsoft MSA provides County departments access to technical resources that can only be obtained from Microsoft to assist with planning and ensuring the sustaining viability of services reliant on Microsoft technologies. Microsoft products serve an essential role in the effective operation of the County's computer systems and the ability to have access to Microsoft's priority support and professional services is important in obtaining timely problem resolution and in maximizing product capabilities. The MSA provides a structure that streamlines and standardizes the acquisition process for Microsoft services across the County.

Should you have any questions, please contact David Hamamoto, Associate CIO/CISO, at dhamamoto@laccio.org/(562) 658-1700.

JWF:DH:sjc

c: Information Systems Commission
I/T Board Deputies
Elizabeth Cortez, Senior Assistant, County Counsel
David Gallagher, Microsoft Corporation